

RESIDENT SCRUTINY PANEL 26th FEBRUARY 2014 – 6PM
TAYSIDE OFFICE

Present:

Resident Members

Genia Leontowitsch (Chair)
Margaret Hughes
Margaret Donovan
Usha Begum

EEH Officers

Debbie Davies
Peter Griffiths

Apologies

Amina Rashid, Farah Rashid

1. Introductions and Welcome

1.1 Genia welcomed the group.

2. Minutes of the last meeting - accuracy

2.1 Minutes of the last meeting were agreed by Genia and Margaret H.

3. Matters Arising

3.1 Electricity Meters - (item 3.1 previous minutes) Margaret Donovan said that Keith Davis had visited and asked where the electricity meter was located. Keith Davis said he would get back to her with the cost of relocating the meter.

ACTION KD

3.2 Flooding Procedure – (item 3.2 previous minutes) Debbie confirmed that an article on water penetration or flooding had featured in EastendHomes Christmas newsletter.

3.3 ASB system – (item 6.1 previous minutes) Genia confirmed she had contacted Gill Parker but still had to make contact with Keith Brown and Noel Walsh. Debbie said that a new module of the Orchard which will include a Portal specifically for residents to report repairs, check rent balances etc. As part of this piece of work, a new ASB management system would be introduced. Before the implementation can begin, the main frame capacity needs to be increased to allow this system to run.

3.4 Genia confirmed that she had opened an ASB case as advised at the last meeting.

4. Review of ASB Profile.

4.1 Debbie gave an overview of her report which provided the group with a summary of incidents of anti social behaviour (ASB) across the period 2011/12 to 2012/13 to identify key trends. Debbie then went through the report page by page with the group.

4.2 At page 2 of the report ASB Case Profiles - a colour coded pie chart showed the total number of cases (398 April 11 to March 2013) and each category of ASB as a percentage of the total. It was shown that verbal harassment, littering, rubbish dumping and loitering accounted for 70% of all cases.

4.3 Page 3 of the report showed a colour coded bar chart analysis of the number of ASB cases per housing centre and per housing centre per 100 properties (ie proportional to stock size). Mile End with highest number of properties had the highest number of cases per stock transfer area. However Glamis is identified as having high numbers of loitering and littering cases per 100 properties.

4.4 Pages 4, 5 and 6 showed a colour coded pie chart for each housing centre with each category of ASB depicted as a percentage of the total.

4.5 Genia asked Margaret H and Margaret D whether the pie chart for Island Gardens shown at page 5 reflected their experience of the estate. They both stated that it did not as they lived in a very quiet area of Island Gardens. Usha also stated that her block in Island Gardens was away from any problems.

4.6 Genia said that during her discussions with Gill Parker (Housing Manager for Mile End) Gill had stated that at Mile End a stairway that was completely enclosed and the source of a number of ASB incidents had been removed and a new external staircase built so that people using the stairway could be seen. Genia said that Gill asked her to lobby for more Police presence.

4.7 Debbie said that as EEH were currently paying for extra policing in partnership with Poplar Harca, Gill could request an increased level of policing to deal with any ASB hot spots.

4.8 Genia thought that the caretaking statistics were very useful for comparison purposes because the caretakers reported things on a daily basis.

4.9 Dogs – Members of the group explained the numerous problems that they had experienced with dogs on their estates.

5. Headline Tenant Survey Trends (tabled)

5.1 Debbie explained that the industry standard in the level of confidence in the results of a survey is that you could be 95% confident + or – 4% in the results

obtained. Given the level of returned surveys EEH had EEH had a confidence level of +or – 2% with the results.

5.2 Debbie explained that Holland estate had a high return rate because staff had actively encouraged residents to fill in responses. Glamis estate also had a high response rate. For Home Owners the response rate was double that of last year. St Georges Home Owners had a higher satisfaction rate (68.97%) with Holland estate not so satisfied (44.44%).

5.3 Key Service Provision Comparison – the group went through each category featured in the report and discussed any variances in the satisfaction level results such as cleaning/upkeep of communal areas. Genia said the cleaning staff needed to be congratulated. Genia also stated that on the whole the report was quite positive.

6. Feedback on LBTH Scrutiny Panel (verbal report)

6.1 Genia said that the group were currently reviewing Mutual Exchanges. However, the group felt unsupported by the RPs and until RPs provide more residents/staff to interview, they will not be able to proceed with the project. The group are also working on the group's status and to get more teeth from THHF in order to be taken more seriously.

7. A.O.B

7.1 Window Failure St Georges Estate – Genia said the windows on the landings/stairwells have an automatic vent for smoke. In this instance the window had been open since December 2013. On Wednesday of February 2014 between 5 and 6pm the window and the frame was blown out from the eighth floor and landed outside the front door of a flat in Cable Street. The resident phoned the out of hours emergency service but got no help from them. Genia said that the female member of staff was completely inflexible and would not recognise that this was an emergency repair. Genia said that The Health and Safety were looking at “fit for purpose” and could any other windows fail in the same way.

7.2 Debbie went on line to access the emergency repair categories to see if this problem was covered.

ACTION DD to email the group a copy of the Out of Hours Emergency Procedures.

7.3 Genia asked if the milestones achieved by the group had been recorded. Debbie said she had already set out what the group had achieved for the Mile End Board.

ACTION DD agreed to send a draft of a report to members of the group for them to add to the report.

7.4 Genia asked if the annual vouchers that the group were entitled to (subject to meeting the attendance criteria) were going to be sent out.

ACTION DD said that she would investigate.

7.5 Genia informed the group that due to the pressure of work she would only be able to Chair the meeting for another few months.

7.6 Debbie asked the group if they would like to see how the bedroom tax is affecting tenants in regard to them wanting to move to resolve the problem.

ACTION DD to provide a report to the next meeting.

DATE OF NEXT MEETING WEDNESDAY 23rd APRIL 2014 AT 6PM
TAYSIDE HOUSE
ACTION ALL